



## Express Scripts Home Delivery Winter Storm Update

The significant winter weather has had the potential to impact some of the major carriers (FedEx, UPS, etc.) that deliver prescription orders and cause delay. The following states could be impacted:

Alabama	Arkansas	Georgia
Illinois	Indiana	Kentucky
Louisiana	Missouri	Mississippi
North Carolina	New Mexico	Oklahoma
Oregon	South Carolina	Tennessee
Texas	Virginia	Washington
West Virginia		

As part of our business continuity process, ESI has taken the following actions:

- Continued partnership with carriers to understand impact and ensure orders are properly held to minimize patient service disruption.
- Engaged Communications Experience Delivery (CED), contact center and website communications teams to ensure patient facing teams and communications reflect current weather conditions.
  - This includes implementing automated outbound messages, adding web banner alerts, and providing patient care advocates talking points.
- Remain in close partnership with our fulfillment site leaders, to ensure staffing levels are aligned to volume commitments once orders can be released.

In addition, the following processes are in place at Accredo for specialty medications:

- If patients have sufficient doses on hand this week, Accredo will schedule shipments for the following week to minimize delivery delays due to weather.
- Accredo will continue to process work and will hold until carriers can deliver.
- Emergency shipments will be shipped out of Rio Salado (Arizona site), which sorts through Ontario, California.

Express Scripts relies on our automated technology and careful business planning to ensure we continue to connect our members with their medications on time. We also partner with every other national delivery carrier to optimize our efficiency in getting medications to members' homes. We stay in contact with these carriers every day to track potential severe storms or other issues, adjusting our shipping methods accordingly to serve our patients without any disruption.